

## SITUATION

Bluegrass Orthopaedics (BGO) needed a telemedicine solution to maximize resources and keep patient care thriving from a distance due to COVID-19. In order to adhere to safety mandates and protect patients and staff with nearly 300 daily appointments, they needed a way to stop exchanging discs and begin receiving images digitally to avoid in-person contact altogether. BGO has 4 offices throughout the Bluegrass area, and 2 satellite clinics in southern Kentucky that perform over 60,000 exams annually. BGO had never implemented an image exchange solution but was introduced to cloud sharing when they became part of the Nucleus.io spoke sharing network for a large neighboring health system that wanted to remove their VPN connection. With COVID-19 shelter-in-place orders, BGO decided to upgrade from a spoke to an enterprise client to provide patients a way to securely get their images to BGO physicians.



## VALUE

to Bluegrass Orthopaedics:

BGO's physicians needed a telemedicine platform to utilize for new patients that provided them the ability to look at X-Rays and other images during the electronic visit. With Nucleus.io their patients were able to securely upload images to BGO from their website.

120 discs

ingested daily on average at BGO that patients previously brought in from referring facilities. Now they can be ingested from the comfort of a patient's home.



SECURE

HIPAA is a major concern when handling unsecure CDs. Nucleus.io is far more secure and the HIPAA log tracks every exam interaction.



VIRTUAL CARE

The Nucleus.io Guest Uploader doesn't require a User to have an account. It is a simple, easy-to-use link on our client's website.



STREAMLINED

Setup automated workflows, active directory, system integrations, a sharing network and more with a designated account manager.

## SOLUTION

Nucleus.io offered physicians at Bluegrass Orthopaedics a safe alternative to transferring physical media, such as CD's, to securely access their patients' medical images. Nucleus.io Image Exchange provided remote access from any web-enabled device and simple image upload capabilities, even if the user didn't have an account. All done without putting anyone at risk with face-to-face interactions.



Nucleus.io, a cloud-based medical image management platform developed by NucleusHealth, powers a suite of applications that expedite access and interpretation of medical images and makes healthcare easier for everyone – physicians, technicians, administrators, and patients.

Bluegrass Orthopaedics chose the Nucleus.io platform to remain agile and patient centric with simple workflows that would allow for continued care. The web-based guest exam uploader feature was easily added to the BGO website that patients are already familiar with. One simple button click allows patients or referring physicians to upload images directly to Nucleus.io and those images automatically push to BGO's PACS. Their clinicians have a more efficient imaging workflow, have maintained access to images without physical media, and the practice can maintain flexibility during COVID-19 and in the future.

Bluegrass Orthopaedics had a goal of a 1 week implementation timeline, from contract signing to go-live in order to serve patients quickly. Our IT team can install an edge server that sits on your organization's firewall or spin up a virtual machine all in under an hour.

## RESULTS

The immediate feedback has been outstanding. According to Andrew Carlson, Director of Business Development, Bluegrass Orthopaedic, "BGO desired an efficient method for our physicians to receive images from our patients without the handling of discs, and more importantly for our new patient telemedicine visits. There are often times where new patients have X-Rays and MRIs prior to coming to our office, and with the Nucleus.io image uploader on our website, this allows our physicians to examine these images during the telemedicine visit. This saves the patient time, and keeps them healthy at home during the COVID-19 pandemic. BGO is truly thankful to partner with NucleusHealth to assist with our workflow and ultimately help our patients receive the care they need."

### CUSTOMER PROFILE

- ✓ Perform more than 60,000 exams annually
- ✓ Network consists of 14 doctors and 9 PA's
- ✓ Facilities are dispersed throughout Kentucky
- ✓ Average of 300 patient visits per day

### NUCLEUS.IO APPLICATIONS

- ✓ Image Exchange